

WHAT IS CLAIMED IS:

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a2~~ 1. A computer implemented method of associating a retail performance metric record with an event causing the retail performance metric, the retail performance metric record being a function of the retail performance metric type and the time elapsed waiting for and receiving an input, comprising the steps of:

receiving input indicative of an occurring event;

recording an entry record indicative of the input received;

recording a retail performance metric record; and

associating the retail performance metric record with the entry record.

2. The method of claim 1, wherein the associating step comprises combining the retail performance metric record with the entry record.

3. The method of claim 1, wherein the entry record includes a unique entry identifier value and the associating step comprises including the unique entry identifier field value of the entry record with the retail performance metric record.

4. The method of claim 1, wherein the associating step comprises adding a pointer to the retail performance metric record, wherein the pointer references the entry record.

5. The method of claim 1, wherein the associating step comprises adding a link to the retail performance metric record, wherein the link references the entry record.

6. The method of claim 2, wherein the entry record after addition of the retail performance metric record comprises an entry identifier field, an entry type field, a time of entry field, and an elapsed time field.

8/23 > 7. A computer implemented system for associating a retail performance metric record with an entry causing the retail performance metric, the retail performance metric record being a function of the retail performance metric type and the time elapsed waiting for and receiving the input, comprising:

5 a processor for receiving and transmitting data; and

a memory coupled to the processor, the memory having stored therein sequences of instructions which, when executed by the processor, cause the processor to receive input indicative of an occurring event, record an entry record indicative of the input received, record a retail performance metric record, and  
10 associate the retail performance metric record with the entry record.


8. The system of claim 7, wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to combine the retail performance metric record with the entry record.

9. The system of claim 7, wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to include an entry identifier field in the entry record and to associate the retail performance metric record with the entry record by including the entry  
5 identification field value of the entry record in the retail performance metric record.

10. The system of claim 7, wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to associate the retail performance metric record to the entry record by adding a pointer to the retail performance metric record wherein the pointer  
 5 references the entry record.

11. The system of claim 7, wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to associate the retail performance metric record to the entry record by adding a link to the retail performance metric record wherein the link references  
 5 the entry record.

12. The system of claim 8, wherein the entry record after combination with the retail performance metric record comprises an entry identification field, an entry type field, a time of entry field, and an elapsed time field.

 13. A computer implemented method of associating a retail performance metric record with a time type category of an event causing the retail performance metric, the retail performance metric record being a function of the time type category and the time elapsed waiting for and receiving an input, comprising the  
 5 steps of:

receiving input indicative of an occurring event;  
 recording an entry record indicative of the input received;  
 determining a time type category of the input received;  
 recording a retail performance metric record; and

10 associating the retail performance metric record with the time type  
category.

14. The method of claim 13, wherein the associating step comprises adding a pointer to the retail performance metric record, wherein the pointer references a time type category.

15. The method of claim 13, wherein the associating step comprises adding a link to the retail performance metric record, wherein the link references a time type category.

5 16. A computer implemented system for associating a retail performance metric record with a time type category of an entry causing the retail performance metric, the retail performance metric record being a function of the retail performance metric type and the time elapsed waiting for and receiving the input, comprising:


a processor for receiving and transmitting data; and

10 a memory coupled to the processor, the memory having stored therein sequences of instructions which, when executed by the processor, cause the processor to receive input indicative of an occurring event, record an entry record indicative of the input received, determine the time type category of the input received, record a retail performance metric record, and associate the retail performance metric record with the time type category.

17. The system of claim 16, wherein the memory further includes sequences of instructions which, when executed by the processor, cause the processor to associate the retail performance metric record to the time type

category by adding a pointer to the retail performance metric record wherein the  
 5 pointer references the time type category.

18. The system of claim 16, wherein the memory further includes  
 sequences of instructions which, when executed by the processor, cause the  
 processor to associate the retail performance metric record to the time type  
 category by adding a link to the retail performance metric record wherein the link  
 5 references the time type category.

 19. A computer implemented method of associating a retail performance  
 metric record with an event causing the retail performance metric and a time type  
 category of an event causing the retail performance metric, the retail performance  
 metric record being a function of the retail performance metric type, the time type  
 5 category and the time elapsed waiting for and receiving an input, comprising the  
 steps of:

receiving input indicative of an occurring event;

recording an entry record indicative of the input received;

determining a time type category of the input received;

10 recording a retail performance metric record; and

associating the retail performance metric record with the entry record and  
with the time type category.

20. A computer implemented system for associating a retail performance  
 metric record with an entry causing the retail performance metric and a time type  
 category of an entry causing the retail performance metric, the retail performance

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a processor for receiving and transmitting data; and

a memory coupled to the processor, the memory having stored therein

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performance metric record with the time type category and the entry record.